



Impact Auto Auctions is now IAA

February 24, 2022

*****Please Review - Important Information Enclosed*****

It's official, Impact Auto Auctions is now IAA. We look forward to serving you as IAA, offering you the best in digital vehicle marketplace technology, best in class customer service and vast inventory.

As part of our rebranding to IAA, our key online platforms, including our website, Auction Center, Seller Portal, apps, social media channels have all been updated with IAA branding. Your experience is important to us, so we have ensured that we maintain full functionality and features in place with no changes at this time. Future enhancements will be communicated as they are released.

For now, here are some subtle changes that we'd like to point out that will make your bidding and buying experience seamless:

1. Please update your bookmarks with our new URLs
Auction Center ca.iaai.com
Seller Portal: seller-ca.iaai.com
2. Your buyer login credentials remain the same, just click login the top right on our website. For Seller Portal login, you may need to reset your password.
3. We are in the process of updating our payment options with IAA naming. Please refer to our [payments page](#) for updates.
4. All correspondence via email will be sent from our iaai.com domain.
5. **Auction Policies and Arbitration Rules** reflecting the IAA brand will be presented online upon login to Auction Center on the 24th. Please allow extra time prior to joining an auction to review and accept the updated policies.

If you have any questions, please reach out to our support team:

Phone: Canada English 289-374-3919 | French 450-452-4043

Email: buyerservices_ca@iaai.com

Hours: Mon-Fri 9:00am-5:00pm EST

Thank you very much for your business and we look forward to the next steps of our journey.